

**Office of Acquisition Management and Financial Assistance**  
**FINAL Operating Plan for FY 2005**  
**as of February 28, 2005**

**Vision:** Business Brokers for Program Success.

**Mission:** Facilitate business solutions for DOC mission success.

**Values:** Collaboration, respect, learning, results-oriented

**Goals and Strategies**

**1. Customer Service**

- A. Improve overall customer satisfaction with our service.
- B. Effective Service Partnership: Increase our responsiveness, communication, and cooperation with customers.

**2. Financial**

- A. Minimize administrative costs
- B. Use purchase card to reduce administrative costs and processing time.
- C. Maximize contract cost avoidance.

**3. Internal Business Processes**

- A. Acquisition Excellence: Provide leadership and promote effective quality control.
- B. Become an implementer of innovative and successful best practices.
- C. Promoting the value of the Business Broker.

**4. Learning and Growth**

- A. Increase availability and access to information for strategic management and decision making.
- B. Prepare the workforce as business brokers who partner with customers for DOC mission success.

**Codes:** ***Italic Bold*** - Procurement Executive Sade's Priorities  
**Italic Bold Underline** - CFO/ASA Wolff's Priorities

## Customer Perspective

Team	Initiative	Lead	Collaboration	Due Date	Revised Date	Date Completed	Goal/Objective	Measure
<b>Communications/Technology</b>	<b>OAMFA Website</b> as a Map for Case for Change <ul style="list-style-type: none"> <li>o finalize SOP for Website</li> <li>o communication vehicle for business brokers</li> <li>o standardization of content</li> <li>o update web content</li> <li>o on-going maintenance</li> </ul>	Mary Mozingo         Kevin Crowley	OAMFA Directors, OAMFA Staff, OAMFA Customers, ASI	01/31/05  on-going monthly  monthly			Customer Service: Improve overall customer satisfaction with our service.	% satisfied w/timeliness  more responsive
<b>Human Capital/Policy</b>	Implement and Communicate <b>DAO 208-2</b>	Leslie Andreacs	OMO, OGC, CFO, Acquisition Council, HCO's	06/30/05			Customer Service: Improve overall customer satisfaction with our service.	
<b>Human Capital/Policy</b>	Provide DOC Acquisition Community with relevant and timely acquisition <b>policy and guidance</b>	Nancy Barrere,	CAS, OGC, Acquisition Council	On-going			Customer Service: Improve overall customer satisfaction with our service.	% satisfied with quality of the work performance

Team	Initiative	Lead	Collaboration	Due Date	Revised Date	Date Completed	Goal/Objective	Measure
<b>Communications</b>	Continue implementation of <b>Business Case for Change</b> <ul style="list-style-type: none"> <li>o update Case for Change milestones (incorporate FY 05 initiatives – business process, commodity teams)</li> <li>o develop and implement charter for Acquisition Council's Communications Team</li> <li>o draft communication strategy               <ul style="list-style-type: none"> <li>- appropriate vehicles</li> </ul> </li> <li>o finalize annual report</li> <li>o outreach to CIO, CFO Acquisition and Grants Councils</li> <li>o outreach strategy for:               <ul style="list-style-type: none"> <li>- CAS</li> <li>- CASD</li> <li>- FA</li> <li>- CAPPS</li> </ul> </li> </ul>	Chris Makris  Mary Mozingo	OAMFA Directors, BPOs, Acquisition Council, Grants Council	02/28/05  05/31/05  04/30/05 monthly quarterly			Effective Service Partnership: Increase our responsiveness, communication and cooperation with customers	% customers satisfied with responsiveness, cooperation, and communication skills
<b>Human Capital/ Policy</b>	Role and use of <b>Grants and Acquisition Councils</b> <ul style="list-style-type: none"> <li>- charters</li> <li>o Acquisition Council Meetings (01, 04, 07, 10)</li> <li>o Grants Council Meetings (03, 06, 10)</li> </ul>	Nancy Barrere FA Director	OAMFA Directors, BPOs, Acquisition Council, Grants Council	quarterly  quarterly				

## Financial Perspective

Team	Initiative	Lead	Collaboration	Due Date	Revised Date	Date Completed	Goal/Objective	Measure
<b>Business Process</b>	<b>OAMFA's IT Governance</b>	Debra Young	OAM Directors and representatives, CIO, ASI					
	Internal Initiatives							
	o Implement <b>Internal</b> Change Control Board			03/31/05				
	o Implement <b>External</b> Change Control Board			03/31/05				
	o <b>CBS (CBE) Interface</b>	Tom Cochran		04/30/05				
	- test			02/28/05				
	- rollout			03/31/05				
	- conversion			04/15/05				
	- training			09/30/05				
	- implementation							
	o Support IT Steering Committee Initiatives	Kevin Crowley		On-going				
	o Meet regularly with Technology Team, CIO	Debra Young		On-going				
	o Assess and fix OAMFA Shared Drive ( <b>G Drive</b> )	Mary Mozingo						
	- CAS			02/28/05				
	- FA			03/31/05				
	- Management			04/30/05				
	- Admin			05/31/05				
	- CASD			06/30/05				
	- CAPPS			07/30/05				

Team	Initiative	Lead	Collaboration	Due Date	Revised Date	Date Completed	Goal/Objective	Measure
Technology	o Develop business case for <b>web acquisition environment</b> (CBE using the Acquisition Council's Technology Team)	Debra Young/Tom Cochran	OAM, CIO, CAS CAPPS, Acquisition Council, BAH	08/15/05				Cost to Spend Ratio
	o <b>Earned Value Management Reports</b> - CBS (CBE) - EARS Build II	Cochran Stern		03/30/05 monthly				
	o Internal system initiatives - assist CAS with the implementation of Internet Business Opportunity Page (IBOP) - update security plans -- OAMFA Website -- Balanced ScoreCard -- CSTARS -- EARS -- Workforce Assessment Data Base - update architecture diagrams	Kevin Crowley		03/31/05				
				09/30/05			Minimize Administrative Cost	
							Measure on BSC	
							-Employee Satisfaction	
							-Customer Satisfaction	
	o CBE training and documentation - assess & identify training needs - consolidate training documentation for an enterprise-wide solution	Crystal Davis		06/30/05				
	<b>EARS/Balanced ScoreCard Interface</b>	Yancey Stern		03/15/05				
	o implement Build 1 according to project plan o operate and maintain Build 1 o develop cost estimate for FY 05 Build 2 & define Build 2 requirements			on-going  03/11/05				

Team	Initiative	Lead	Collaboration	Due Date	Revised Date	Date Completed	Goal/Objective	Measure
<b>Business Process</b>	Implement the Purchase Card Process o Default and reconciliation o Review and streamline purchase order/ payment issues	Mike Anastasio /Dan Alexander	CAPPS	10/01/05			Use Purchase Card to Reduce Administrative Costs and processing Time	% of actions under \$25K using purchase card
								Ratio of rebates to purchase card transactions
<b>Human Capital/Policy</b>	Manage and improve the DOC Purchase Card Program in support of Smart Pay	Dao Vissering	Commerce Bankcard Center Acquisition Council, OFM, OAS, OIG	On-going			Maximize Contract Cost Avoidance	Cost avoidance through use of purchase card % Prompt Payment Interest paid of \$ total \$ distributed Dollars obligated as % of overall budget Purchasing costs as % of overall budget

## Internal Business Processes

Team	Initiative	Lead	Collaboration	Due Date	Revised Date	Date Completed	Goal/Objective	Measure
Business Process	Improve the quality of the Grants program	Chris Makris	OGC, OIG, Grants Council				Acquisition Excellence: Provide leadership and promote effective quality control	% of cost schedule and performance goals met
	o increase outreach to OAMFA Grants community - plan - implementation - Grants Management Conference	Bev Manley	Mary Mozingo	06/30/05				
	o implement the <b>Case for Change for Grants</b> - develop strategic DOC grants re-engineering - identify risk management techniques through the strategic plan - develop and implement Automated Grants Process (ASAP)	Gary Johnson	Mary Mozingo	02/28/05 TBD 06/30/05				
	o develop and implement <b>Grants Balanced ScoreCard</b>	Gary Johnson		09/30/05				
Business Process	<b><i>Develop Strategic Plan for Competitive Sourcing Program</i></b>  o inventory to OMB o <b><i><u>complete Feasibility Study for 168 FTEs</u></i></b> o revised plan targets to OMB o annual FAIR Act Report - OMB - Congress o link to Budget o link to HR (Six Step Process)	Maile Arthur	CASD, CAS, CIO, OFM, OHRM, all DOC	06/30/05 07/31/05 09/30/05 12/31/05				% of cost schedule and performance goals met

Team	Initiative	Lead	Collaboration	Due Date	Revised Date	Date Completed	Goal/Objective	Measure
Human Capital/Policy	<b>Implement the COR Program</b>	Curtina Smith	Customers, Acquisition Council, HC Team	09/30/05				% of cost schedule and performance goals met
Human Capital/Policy	Manage Integrated Acquisition Planning and <b>Review Board</b> Process <ul style="list-style-type: none"> <li>o manage Acquisition Review Board (ARB)</li> <li>o develop and implement guidance <ul style="list-style-type: none"> <li>- DAO</li> <li>- CAM Chapter</li> </ul> </li> </ul>	Greg Crider	OCIO, ASI-policy task, Acquisition Council, Budget, OGC, OHRM, OAS, OSY	On-going 06/30/05				
Human Capital/Policy	<b>Conduct GOES-R review</b>	Greg Crider	OCIO, Budget, OGC, OHRM, OAS, OSY, ESA, Census	quarterly				
Business Process	<b>IAA/MOU Policy for OS</b> <ul style="list-style-type: none"> <li>o implementation plan</li> <li>o implementation completed</li> <li>o tracking of OS MOUs</li> <li>o implement OS Interim Checklist</li> </ul>	<b>Dan Alexander/</b> Donna Calacone	w/ Mary for Dept. Level	03/15/05 04/15/05 03/01/05 03/15/05			Acquisition Excellence: Provide leadership and promote effective quality	
	Implement <b>commodity sourcing</b> recommendations (SOFTWARE ACQUISITION) <ul style="list-style-type: none"> <li>o develop process</li> <li>o staff and implement <b>one</b> commodity team</li> </ul>	Greg Crider	CIO, BAH, CAS, Acquisition Council	04/30/05 09/30/05				



Team	Initiative	Lead	Collaboration	Due Date	Revised Date	Date Completed	Goal/Objective	Measure
<b>Human Capital/Policy</b>	Integrate <b>IT Security</b> into Acquisition Process <ul style="list-style-type: none"> <li>o rollout training</li> <li>o implement OIG Action Plan</li> <li>o coordinate Acq Comm participation in annual compliance review</li> </ul>	Curtina Smith Dao Vissering Policy Team Lead	CIO, OIG, Acquisition Council, HC Team, Bureaus, OHRM	05/30/05  05/30/05 09/30/05			control	
<b>Business Process</b>	Develop Department-wide <b>IAA/MOU</b> Guidance <ul style="list-style-type: none"> <li>o IAA Task Force meetings</li> <li>o Questionnaires to IAA Community</li> <li>o Best Practices</li> <li>o Draft Manual</li> <li>o Final Manual</li> </ul>	Mary Mozingo	Task Force, CAS, OGC, Acquisition Council, Budget, Financial Management	Monthly  02/15/05 03/31/05 05/15/05 06/30/05				
<b>Technology</b>	<b>Analyze, standardize, and document, &amp; implement enterprise-wide acquisition data elements and business process</b> <ul style="list-style-type: none"> <li>o contract administration /CSTARS</li> <li>o ORSI</li> <li>o FPDS-NG</li> <li>o reporting EARS Build 2</li> <li>o COR Module</li> <li>o IAA/MOU Module</li> <li>o acquisition strategic planning vs SAM</li> </ul>	Crystal Davis       Tom Cochran	Acquisition Council, CBE Users, CACI, Booz Allen Hamilton, CAS, CAPPS	  03/15/05  03/31/05 03/3105 03/15/05 07/31/05 07/31/05  03/31/05				Ratio of protests sustained by GAO and COFC  % of contract dollars for socio economic goals  % competitive procurement of total procurements

Team	Initiative	Lead	Collaboration	Due Date	Revised Date	Date Completed	Goal/Objective	Measure
<b>Business Process/ Grants</b>	Improve DOC Grants <b>Indirect Cost</b> Audits Program <ul style="list-style-type: none"> <li>o develop improvement plan</li> <li>o implement plan</li> <li>o provide a monthly listing of indirect cost information to department Grants offices</li> <li>o evaluate the effectiveness of process</li> </ul>	Beverly Manley/Gary Johnson	DOC Grants Council,	04/30/05 on-going			Become an implementer of innovative and successful acquisition practices.	
<b>Human Capital/Policy (Grants)</b>	Update <b>Grants Manual</b> <ul style="list-style-type: none"> <li>o outline review processes</li> <li>o determine priorities</li> <li>o initiate DAO changes               <ul style="list-style-type: none"> <li>- DAO 213-5: Audit Resolution</li> </ul> </li> </ul>	Gary Johnson	OGC, DOC Grants Council, Grant Specialists	03/31/05 04/30/05 06/30/05				
								% of total dollars for commercial items
<b>Technology</b>	DOC Implementation of <b>IAE</b> Participate in meetings and develop and implement a strategy to communicate to acquisition community <ul style="list-style-type: none"> <li>o IGT</li> <li>o eSRS</li> <li>o FPDS-NG</li> <li>o FBO</li> </ul>	Mary Mozingo George Ralis Yancey Stern Crystal Davis	CASD, Acquisition Council, CFO Council, CIO Council, CAMS Communications	Monthly			Become an implementer of innovative and successful acquisition practices.	# of actions using electronic commerce

Team	Initiative	Lead	Collaboration	Due Date	Revised Date	Date Completed	Goal/Objective	Measure
<b>Technology</b>	<b>Implement Grants Automation</b> <ul style="list-style-type: none"> <li>o Grants.gov <ul style="list-style-type: none"> <li>- MBDA applications posted</li> <li>- NOAA, NIST applications posted</li> <li>- EDA, ITA applications posted</li> </ul> </li> <li>o NOAA Grants ONLINE <ul style="list-style-type: none"> <li>- complete Grants business case</li> <li>- PE decision to go with system "live"</li> <li>- complete Enterprise System Requirements Definition</li> <li>- expand to other grants offices</li> </ul> </li> </ul>	FA Director	Bus. Process Grants Communication, CASD					
				04/01/05				
				07/01/05				
				FY06				
				01/31/05				
				04/01/05				
				07/01/05				
<b>Resource/ Financial Management</b>	<b>Address Internal Administrative Business Processes and Accountabilities</b> <ul style="list-style-type: none"> <li>o issuance of SOPs on procedures</li> <li>o revamp personnel action system</li> <li>o implement budget tracking system</li> <li>o move to Consolidated Centralized Operations (Admin Team)</li> <li>o develop the secretarial pool for increase efficiency <ul style="list-style-type: none"> <li>- begin a rotation process</li> </ul> </li> </ul>	Maile Rasco - Arthur						Employee and Management surveys
				On-going				
				11/01/04				
				03/31/05				
				10/31/05				
				12/15/04		12/13/05		

Team	Initiative	Lead	Collaboration	Due Date	Revised Date	Date Completed	Goal/Objective	Measure
<b>Business Process</b>	<b>Implement COMMITS NexGen</b>  <ul style="list-style-type: none"> <li>o award Master Contract</li> <li>o finalize fee structure</li> <li>o finalize Ordering Guide</li> <li>o implement IBOP (CECOM)</li> <li>o NexGen Kick-Off</li> <li>o complete COMMITS financial/management assessment</li> </ul>	Patti Stang  Patti Stang Dan Alexander Alex/Stang Crowley/Johnson (ASI) Alex/Stang T. O'Bryant	CAS, OGC, OFPP, OSDBU, OEB, Census NOAA, OCIO, CAPPS, NIST, ASI	01/14/05 02/15/05 02/28/05 03/31/05  04/05/05 04/15/05		01/21/05		% of eligible dollars and actions for PBSC
<b>Business Process</b>	<b>Enterprise-Wide Contracting</b>  <ul style="list-style-type: none"> <li>o develop approach</li> <li>o obtain approach approval</li> <li>o conduct market research</li> <li>o complete procurement</li> <li>o market results as best practice</li> </ul>	Dan Alexander/ Donna Calacone		03/08/05 03/22/05 04/22/05 06/23/05 07/20/05				% of scheduled initiatives schedule and implemented
<b>Business Process</b>	<b>CAS Reorganization</b>  <ul style="list-style-type: none"> <li>o resource allocation approved by SPE</li> <li>o resource allocation approved by CFO</li> <li>o begin space reconfiguration</li> <li>o coordinate with OB, OFM, OAS, OHRM</li> <li>o waivers completed</li> <li>o job announcement</li> <li>o certification of candidates</li> <li>o scoring</li> <li>o panel</li> <li>o interview</li> <li>o finish space reconfiguration</li> <li>o update DAO 208-XX</li> <li>o report quarterly on cost to spend ratio</li> <li>o report quarterly on employee and customer satisfaction</li> </ul>	M.Anastasio  Mike Sade  D. Alexander M. Anastasio Maile Arthur OHRM OHRM M. Anastasio M. Anastasio M. Anastasio T. O'Bryant Donna Calacone System Support System Support	Sade, Arthur, CFO, OFM, OB, OAS, OHRM, ASI	01/19/05  01/27/05  01/28/05 02/02/05  02/18/05 03/11/05 03/16/05 03/18/05 03/24/05 03/29/05 04/01/05 05/01/05 07/01/05  07/01/05  TBD		01/19/05		

## Learning Growth

Team	Initiative	Lead	Collaboration	Due Date	Revised Date	Date Completed	Goal/Objective	Measure
<b>Technology</b>	<ul style="list-style-type: none"> <li>o Assess CBE Users Groups</li> </ul>	Tom Cochran	CASD, CAMS Support Center, CIO, CSTARS Users, CAMS Users	07/30/05			Learning and Growth: Increase availability and access to information for strategic Management and Acquisition. Decision Making	Extent of reliable management information
<b>Human Capital/Policy</b>	Implement <b>Balanced ScoreCard</b> tools and institutionalize program <ul style="list-style-type: none"> <li>o publish FY 04 results</li> <li>o validate/update FY 05 survey questions</li> <li>o establish targets for FY 05 and beyond</li> <li>o report - FY 05 1<sup>st</sup> and 2<sup>nd</sup> quarters results</li> <li>o develop draft BSC program guide</li> <li>o report – FY 05 3rd quarter results</li> <li>o report – FY 05 4<sup>th</sup> quarter results</li> <li>o analyze FY 05 data</li> </ul>	David Carter	CASD, Acquisition Council, HCOs, HC Team	01/31/05 03/01/05 03/31/05 04/30/05 05/30/05 07/31/05 10/31/05 on-going				
								% contractors in Business Partners network

Team	Initiative	Lead	Collaboration	Due Date	Revised Date	Date Completed	Goal/Objective	Measure
Human Capital/Policy	<u><b>Develop and Implement Human Capital Plan</b></u> o rollout database o conduct workforce assessment o standardize 1102, 1105, 1106 position descriptions o develop Acquisition Community HC plan	Curtina Smith Virna Evans	Contract Support, CASD, Acquisition Council, HCOs, HC Team, OHRM	04/30/05				% Acquisition employees meeting education requirements as defined by Clinger-Cohen
				06/30/05				
				06/30/05				
				09/30/05				
Human Capital/Policy	DOC Acquisition/COR Conference	Nancy Barrere	Contract Support, Acquisition Council, HC Team COR, CIO Procurement	06/30/05				% acquisition employees meeting mandatory training requirements as defined by the agency.
								% employees satisfied with the professionalism, culture and values